



USING CONVERSATIONAL AI TO TRANSFORM **PATIENT SCHEDULING** AT COVID SPEED



The ability of patients to be able to see their caregivers in a timely manner is a key driver of success for healthcare providers. Grappling with telehealth and lost revenue in the era of COVID-19, care providers are scrambling to adapt and to ensure seamless patient access. All this while they manage backlogs and make up for lost revenue, reduced referral rates, and lower patient satisfaction scores. Automating patient access and scheduling using conversational AI technologies can significantly streamline a patient's first point of contact with a care provider.



Increase patient satisfaction



Reduce no shows



Automate 70% of front-desk communication

AUTOMATING A TIME-HONORED CONVERSATION AT YOUR DIGITAL FRONT DOOR

The ritual of a patient making an appointment often involves multiple phone calls to find the right provider who accepts your insurance, an intensive back and forth to get the right doctor, the right time slot, and pre-approval for insurance if required, coupled with privacy and HIPAA concerns. Provider organizations have surmised for years that interactions need personal attention and that the human touch is indispensable. With the advancement of conversational AI technology, and the ability of Intelligent Virtual Assistants to have intelligent multi-turn conversations, automating this intensely complex interaction has become a reality. There are three phases of Appointment Scheduling that can be automated using Avaamo's technology.

1 AUTOMATING APPOINTMENT SCHEDULING

The quest to find the right provider involves searching for a specialist based on your symptoms, location, availability, and insurance preferences. Intelligent Virtual Assistants built using Avaamo's patented technology can conduct an empathetic conversation to understand symptoms, verify insurance, and suggest a specialist or primary care provider. Integration with EHR systems such as such as Epic, Cerner, or Allscripts ensures that the recommendation is based on the patient's current profile, much like a human would.

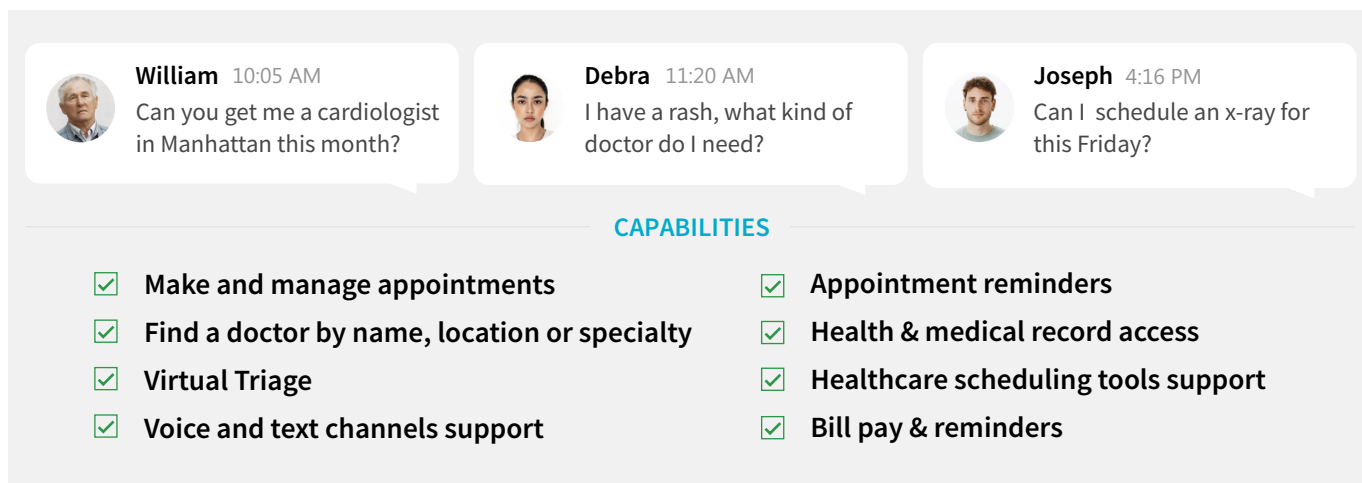


Figure 1: Avaamo platform capabilities

2 AUTOMATING PRE-APPOINTMENT TASKS

In the complicated world of healthcare, finding the right care provider and time is the first step. There are a few administrative tasks that are still driven by humans, which can be automated seamlessly using text interactions or voice, using Avaamo's Conversational IVR. These include:

- ▶ Insurance verification
- ▶ Confirming appointments and e-checkins
- ▶ Process copayment
- ▶ Pre-requisites for visits, including 24hr dietary guideline notification
- ▶ Telehealth and virtual visit app set-up assistance

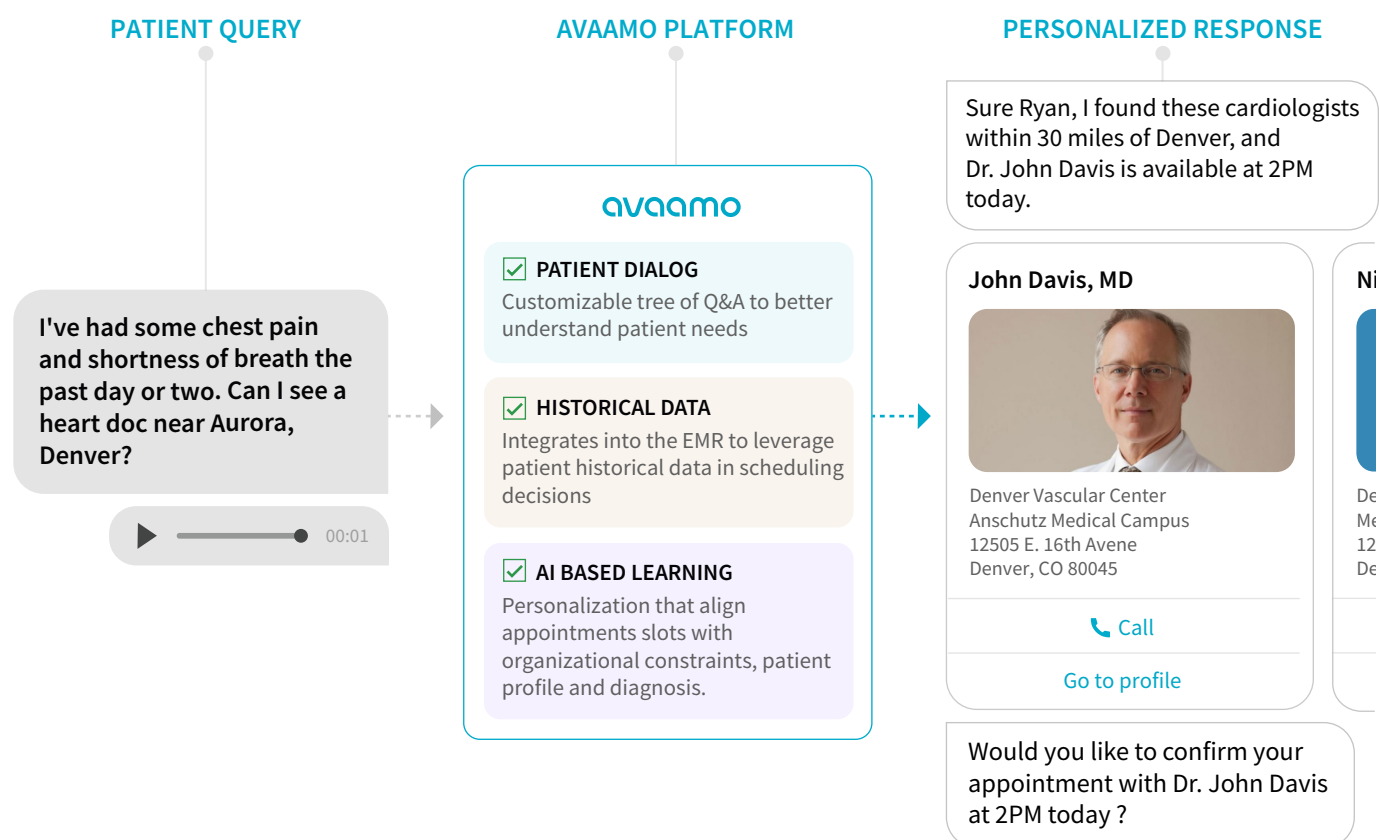


Figure 2: The intelligent virtual assistant for patients

3 AUTOMATION OF POST-APPOINTMENT CARE

The last part of the Appointment Life Cycle is the focus on following the care provider's instructions, ensuring follow-up tests are booked, prescribed medication is collected, and driving palliative care through a reduction in readmittance. Using conversational AI, either by text online or within an app, or by voice, care providers can build reassurance into the post-appointment lifecycle to ensure medication adherence, thus reducing the post-appointment clinical burden and enhancing self-service for patient care.

“Health systems need to **transform at COVID speed to handle the unprecedented disruption in patient care in 2020”**

TRANSFORMING AT “COVID SPEED”

The COVID-19 crisis has triggered a revolution in how health systems deliver outpatient care. In a matter of weeks, ways of working that dated back to the mid-20th century, have been supplanted by a more patient-centric approach enabled by digital innovation strategies such as conversational AI. Avaamo's unique patented conversational AI technology has transformed leading health care systems' post-COVID Digital Front Door strategies and overhauled the antiquated patient scheduling lifecycle to help reclaim lost patient volumes, drive revenue, and maximize cost efficiencies.

Avaamo Virtual Assistants

48 %

Cost Reduction

500 M

Patient Journeys

8 M

Patients Serviced

